

Enterprise Incident Report May 2012

As of 6/4/2012

Natural Resources

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Natural Resources	Application Services	Danielle Hood	1 0	0 0	1 0
		Dustin Crump	4 0	0 0	4 0
		Paul Lundell	2 0	0 0	2 0
		Tony Larsen	2 0	0 0	2 0
		Assigned to Individual Total	9 0	0 0	9 0
	Application Support	Steve Stalter	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Billing	Sara Brown	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Campus Networking	Jordy Davis	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0

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Natural Resources

			Low	Medium	FCR Total
Natural Resources	Capitol Hosting	Matt Dunlap	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	4 3	0 0	4 3
		Dawn Wayment	1 0	0 0	1 0
		Eileen Dubach	9 9	0 0	9 9
		James Stearns	13 13	0 0	13 13
		Julie VanBeekum	11 11	0 0	11 11
		Sarah Johnson	1 0	0 0	1 0
		Vicky Marrelli	18 17	0 0	18 17
		Assigned to Individual Total	57 53	0 0	57 53
	Metro A Help Desk	Ed Conrad	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Metro C Desktop Support	Troy Buchanan	17 0	0 0	17 0
		Assigned to Individual Total	17 0	0 0	17 0

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Natural Resources

			Low	Medium	FCR Total
Natural Resources	Metro D Desktop Support	Denise Wardle	42 21	1 0	43 21
		Dusty Serr	38 24	0 0	38 24
		Lynn McCrary	1 0	0 0	1 0
		Paul Gedge	7 2	0 0	7 2
		Assigned to Individual Total	88 47	1 0	89 47
	Metro D Help Desk	Doug Brown	39 36	0 0	39 36
		Jed Patrick	13 11	0 0	13 11
		John Robinson	18 8	0 0	18 8
		Assigned to Individual Total	70 55	0 0	70 55
	Metro D Hosting	Danny Simmons	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Rural Central Desktop Support	Gerald Adams	1 1	0 0	1 1
		Jay Barfuss	6 5	0 0	6 5
		Jeremy Standifird	1 0	0 0	1 0

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Natural Resources

			Low	Medium	FCR Total
Natural Resources	Rural Central Desktop Support	Jessica Purcell	1 0	0 0	1 0
		Rod Montoya	13 13	0 0	13 13
		Todd Hardy	12 11	0 0	12 11
		Assigned to Individual Total	34 30	0 0	34 30
	Rural North Desktop Support	Lori Hartzell	2 0	0 0	2 0
		Ryan Casey	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Rural South Desktop Support	Doug Chaston	1 0	0 0	1 0
		Doug Thornton	2 0	0 0	2 0
		Joel Finlinson	5 4	0 0	5 4
		Lance Nay	4 3	0 0	4 3
		Lane Adams	2 0	0 0	2 0
		Ryan Bennett	2 0	0 0	2 0
		Assigned to Individual Total	16 7	0 0	16 7

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Natural Resources

			Low	Medium	FCR Total
Natural Resources	Salt Lake Data Center Operations	Darren Wayment	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Security	Bart Grant	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Voice Operations	Gail Christiansen	5 0	0 0	5 0
		Romanza Hamblin Sorensen	5 0	0 0	5 0
		Assigned to Individual Total	10 0	0 0	10 0
	Voice/Data/WAN Services	Mike Johnson	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total		314 194	2 0	316 194
Customer Company Total			314 194	2 0	316 194

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Natural Resources

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Natural Resources	Application Services	Danielle Hood	1	0	1
			1	0	1
		Dustin Crump	4	0	4
			1	0	1
		Paul Lundell	2	0	2
			0	0	0
		Tony Larsen	2	0	2
			0	0	0
		Assigned to Individual Total	9	0	9
			2	0	2
	Application Support	Steve Stalter	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Billing	Sara Brown	1	0	1
			1	0	1
		Assigned to Individual Total	1	0	1
			1	0	1
	Campus Networking	Jordy Davis	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0

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Natural Resources

			Low	Medium	MIR Total
Natural Resources	Capitol Hosting	Matt Dunlap	1	0	1
			1	0	1
		Assigned to Individual Total	1 1	0 0	1 1
	Help Desk	Brenda Treadway	4 0	0 0	4 0
		Dawn Wayment	1 0	0 0	1 0
		Eileen Dubach	9 0	0 0	9 0
		James Stearns	13 0	0 0	13 0
		Julie VanBeekum	11 0	0 0	11 0
		Sarah Johnson	1 0	0 0	1 0
		Vicky Marrelli	18 0	0 0	18 0
		Assigned to Individual Total	57 0	0 0	57 0
	Metro A Help Desk	Ed Conrad	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Desktop Support	Troy Buchanan	17 0	0 0	17 0
		Assigned to Individual Total	17 0	0 0	17 0

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Natural Resources

			Low	Medium	MIR Total
Natural Resources	Metro D Desktop Support	Denise Wardle	42 2	1 0	43 2
		Dusty Serr	38 1	0 0	38 1
		Lynn McCrary	1 0	0 0	1 0
		Paul Gedge	7 0	0 0	7 0
		Assigned to Individual Total	88 3	1 0	89 3
	Metro D Help Desk	Doug Brown	39 0	0 0	39 0
		Jed Patrick	13 1	0 0	13 1
		John Robinson	18 1	0 0	18 1
		Assigned to Individual Total	70 2	0 0	70 2
	Metro D Hosting	Danny Simmons	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Rural Central Desktop Support	Gerald Adams	1 0	0 0	1 0
		Jay Barfuss	6 0	0 0	6 0
		Jeremy Standifird	1 0	0 0	1 0

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Natural Resources

			Low	Medium	MIR Total
Natural Resources	Rural Central Desktop Support	Jessica Purcell	1 0	0 0	1 0
		Rod Montoya	13 0	0 0	13 0
		Todd Hardy	12 1	0 0	12 1
		Assigned to Individual Total	34 1	0 0	34 1
	Rural North Desktop Support	Lori Hartzell	2 0	0 0	2 0
		Ryan Casey	1 1	0 0	1 1
		Assigned to Individual Total	3 1	0 0	3 1
	Rural South Desktop Support	Doug Chaston	1 1	0 0	1 1
		Doug Thornton	2 1	0 0	2 1
		Joel Finlinson	5 0	0 0	5 0
		Lance Nay	4 0	0 0	4 0
		Lane Adams	2 0	0 0	2 0
		Ryan Bennett	2 0	0 0	2 0
		Assigned to Individual Total	16 2	0 0	16 2

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Natural Resources

			Low	Medium	MIR Total
Natural Resources	Salt Lake Data Center Operations	Darren Wayment	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Security	Bart Grant	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Voice Operations	Gail Christiansen	5 0	0 0	5 0
		Romanza Hamblin Sorensen	5 0	0 0	5 0
		Assigned to Individual Total	10 0	0 0	10 0
	Voice/Data/WAN Services	Mike Johnson	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total		314 13	2 0	316 13
Customer Company Total			314 13	2 0	316 13

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Natural Resources

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Natural Resources	Application Services	Danielle Hood	1 3.78	0 0.00	1 3.78
		Dustin Crump	4 1.08	0 0.00	4 1.08
		Paul Lundell	2 0.55	0 0.00	2 0.55
		Tony Larsen	2 0.34	0 0.00	2 0.34
		Assigned to Individual Total	9 1.10	0 0.00	9 1.10
	Application Support	Steve Stalter	1 0.49	0 0.00	1 0.49
		Assigned to Individual Total	1 0.49	0 0.00	1 0.49
	Billing	Sara Brown	1 10.23	0 0.00	1 10.23
		Assigned to Individual Total	1 10.23	0 0.00	1 10.23
	Campus Networking	Jordy Davis	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	1 0.19	0 0.00	1 0.19

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Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Capitol Hosting	Matt Dunlap	1 7.03	0 0.00	1 7.03
		Assigned to Individual Total	1 7.03	0 0.00	1 7.03
	Help Desk	Brenda Treadway	4 0.00	0 0.00	4 0.00
		Dawn Wayment	1 0.00	0 0.00	1 0.00
		Eileen Dubach	9 0.10	0 0.00	9 0.10
		James Stearns	13 0.01	0 0.00	13 0.01
		Julie VanBeekum	11 0.14	0 0.00	11 0.14
		Sarah Johnson	1 0.02	0 0.00	1 0.02
		Vicky Marrelli	18 0.04	0 0.00	18 0.04
		Assigned to Individual Total	57 0.06	0 0.00	57 0.06
	Metro A Help Desk	Ed Conrad	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Desktop Support	Troy Buchanan	17 0.04	0 0.00	17 0.04
		Assigned to Individual Total	17 0.04	0 0.00	17 0.04

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Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Metro D Desktop Support	Denise Wardle	42 0.19	1 0.08	43 0.19
		Dusty Serr	38 0.16	0 0.00	38 0.16
		Lynn McCrary	1 0.00	0 0.00	1 0.00
		Paul Gedge	7 0.22	0 0.00	7 0.22
		Assigned to Individual Total	88 0.18	1 0.08	89 0.18
	Metro D Help Desk	Doug Brown	39 0.03	0 0.00	39 0.03
		Jed Patrick	13 0.18	0 0.00	13 0.18
		John Robinson	18 0.46	0 0.00	18 0.46
		Assigned to Individual Total	70 0.17	0 0.00	70 0.17
	Metro D Hosting	Danny Simmons	0 0.00	1 0.31	1 0.31
		Assigned to Individual Total	0 0.00	1 0.31	1 0.31
	Rural Central Desktop Support	Gerald Adams	1 0.00	0 0.00	1 0.00
		Jay Barfuss	6 0.05	0 0.00	6 0.05
		Jeremy Standifird	1 0.00	0 0.00	1 0.00

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Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Rural Central Desktop Support	Jessica Purcell	1 0.26	0 0.00	1 0.26
		Rod Montoya	13 0.00	0 0.00	13 0.00
		Todd Hardy	12 0.09	0 0.00	12 0.09
		Assigned to Individual Total	34 0.05	0 0.00	34 0.05
	Rural North Desktop Support	Lori Hartzell	2 0.00	0 0.00	2 0.00
		Ryan Casey	1 1.23	0 0.00	1 1.23
		Assigned to Individual Total	3 0.41	0 0.00	3 0.41
	Rural South Desktop Support	Doug Chaston	1 1.19	0 0.00	1 1.19
		Doug Thornton	2 1.06	0 0.00	2 1.06
		Joel Finlinson	5 0.06	0 0.00	5 0.06
		Lance Nay	4 0.08	0 0.00	4 0.08
		Lane Adams	2 0.79	0 0.00	2 0.79
		Ryan Bennett	2 0.82	0 0.00	2 0.82
		Assigned to Individual Total	16 0.45	0 0.00	16 0.45

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Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Salt Lake Data Center Operations	Darren Wayment	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Security	Bart Grant	2 0.18	0 0.00	2 0.18
		Assigned to Individual Total	2 0.18	0 0.00	2 0.18
	Voice Operations	Gail Christiansen	5 0.12	0 0.00	5 0.12
		Romanza Hamblin Sorensen	5 0.39	0 0.00	5 0.39
		Assigned to Individual Total	10 0.25	0 0.00	10 0.25
	Voice/Data/WAN Services	Mike Johnson	2 0.17	0 0.00	2 0.17
		Assigned to Individual Total	2 0.17	0 0.00	2 0.17
	Assigned Group Total		314 0.23	2 0.19	316 0.23
Customer Company Total			314 0.23	2 0.19	316 0.23

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Natural Resources

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Natural Resources	Application Services	Danielle Hood	1	0	1
			1	0	1
		Dustin Crump	4	0	4
			2	0	2
		Paul Lundell	2	0	2
	Application Support	Tony Larsen	0	0	0
			2	0	2
		Assigned to Individual Total	9	0	9
			3	0	3
		Steve Stalter	1	0	1
	Billing	Assigned to Individual Total	1	0	1
			0	0	0
		Sara Brown	1	0	1
Campus Networking	Assigned to Individual Total	Jordy Davis	1	0	1
			1	0	1
	Assigned to Individual Total	Assigned to Individual Total	1	0	1
			1	0	1

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Natural Resources

			Low	Medium	MR Total
Natural Resources	Capitol Hosting	Matt Dunlap	1	0	1
			1	0	1
		Assigned to Individual Total	1 1	0 0	1 1
	Help Desk	Brenda Treadway	4 0	0 0	4 0
		Dawn Wayment	1 1	0 0	1 1
		Eileen Dubach	9 0	0 0	9 0
		James Stearns	13 0	0 0	13 0
		Julie VanBeekum	11 0	0 0	11 0
		Sarah Johnson	1 0	0 0	1 0
		Vicky Marrelli	18 1	0 0	18 1
		Assigned to Individual Total	57 2	0 0	57 2
	Metro A Help Desk	Ed Conrad	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Desktop Support	Troy Buchanan	17 0	0 0	17 0
		Assigned to Individual Total	17 0	0 0	17 0

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Natural Resources

			Low	Medium	MR Total
Natural Resources	Metro D Desktop Support	Denise Wardle	42 7	1 0	43 7
		Dusty Serr	38 2	0 0	38 2
		Lynn McCrary	1 0	0 0	1 0
		Paul Gedge	7 2	0 0	7 2
		Assigned to Individual Total	88 11	1 0	89 11
	Metro D Help Desk	Doug Brown	39 0	0 0	39 0
		Jed Patrick	13 0	0 0	13 0
		John Robinson	18 1	0 0	18 1
		Assigned to Individual Total	70 1	0 0	70 1
	Metro D Hosting	Danny Simmons	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Rural Central Desktop Support	Gerald Adams	1 0	0 0	1 0
		Jay Barfuss	6 0	0 0	6 0
		Jeremy Standifird	1 0	0 0	1 0

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Natural Resources

			Low	Medium	MR Total
Natural Resources	Rural Central Desktop Support	Jessica Purcell	1 0	0 0	1 0
		Rod Montoya	13 0	0 0	13 0
		Todd Hardy	12 0	0 0	12 0
		Assigned to Individual Total	34 0	0 0	34 0
	Rural North Desktop Support	Lori Hartzell	2 0	0 0	2 0
		Ryan Casey	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Rural South Desktop Support	Doug Chaston	1 0	0 0	1 0
		Doug Thornton	2 0	0 0	2 0
		Joel Finlinson	5 0	0 0	5 0
		Lance Nay	4 0	0 0	4 0
		Lane Adams	2 0	0 0	2 0
		Ryan Bennett	2 0	0 0	2 0
		Assigned to Individual Total	16 0	0 0	16 0

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Natural Resources

			Low	Medium	MR Total
Natural Resources	Salt Lake Data Center Operations	Darren Wayment	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Security	Bart Grant	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Voice Operations	Gail Christiansen	5 0	0 0	5 0
		Romanza Hamblin Sorensen	5 0	0 0	5 0
		Assigned to Individual Total	10 0	0 0	10 0
	Voice/Data/WAN Services	Mike Johnson	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total		314 20	2 0	316 20
Customer Company Total			314 20	2 0	316 20

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Natural Resources

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Natural Resources	Application Services	Danielle Hood	1 12.78	0 0.00	1 12.78
		Dustin Crump	4 5.31	0 0.00	4 5.31
		Paul Lundell	2 3.05	0 0.00	2 3.05
		Tony Larsen	2 0.34	0 0.00	2 0.34
		Assigned to Individual Total	9 4.53	0 0.00	9 4.53
	Application Support	Steve Stalter	1 2.23	0 0.00	1 2.23
		Assigned to Individual Total	1 2.23	0 0.00	1 2.23
	Billing	Sara Brown	1 10.97	0 0.00	1 10.97
		Assigned to Individual Total	1 10.97	0 0.00	1 10.97
	Campus Networking	Jordy Davis	1 10.32	0 0.00	1 10.32
		Assigned to Individual Total	1 10.32	0 0.00	1 10.32

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Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Capitol Hosting	Matt Dunlap	1 7.03	0 0.00	1 7.03
		Assigned to Individual Total	1 7.03	0 0.00	1 7.03
	Help Desk	Brenda Treadway	4 0.00	0 0.00	4 0.00
		Dawn Wayment	1 7.17	0 0.00	1 7.17
		Eileen Dubach	9 1.10	0 0.00	9 1.10
		James Stearns	13 0.01	0 0.00	13 0.01
		Julie VanBeekum	11 0.39	0 0.00	11 0.39
		Sarah Johnson	1 0.17	0 0.00	1 0.17
		Vicky Marrelli	18 1.53	0 0.00	18 1.53
		Assigned to Individual Total	57 0.90	0 0.00	57 0.90
	Metro A Help Desk	Ed Conrad	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Desktop Support	Troy Buchanan	17 0.69	0 0.00	17 0.69
		Assigned to Individual Total	17 0.69	0 0.00	17 0.69

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Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Metro D Desktop Support	Denise Wardle	42 2.49	1 0.08	43 2.44
		Dusty Serr	38 2.13	0 0.00	38 2.13
		Lynn McCrary	1 2.55	0 0.00	1 2.55
		Paul Gedge	7 5.32	0 0.00	7 5.32
		Assigned to Individual Total	88 2.56	1 0.08	89 2.53
	Metro D Help Desk	Doug Brown	39 0.03	0 0.00	39 0.03
		Jed Patrick	13 0.19	0 0.00	13 0.19
		John Robinson	18 0.52	0 0.00	18 0.52
		Assigned to Individual Total	70 0.18	0 0.00	70 0.18
	Metro D Hosting	Danny Simmons	0 0.00	1 0.31	1 0.31
		Assigned to Individual Total	0 0.00	1 0.31	1 0.31
	Rural Central Desktop Support	Gerald Adams	1 0.55	0 0.00	1 0.55
		Jay Barfuss	6 0.05	0 0.00	6 0.05
		Jeremy Standifird	1 0.70	0 0.00	1 0.70

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Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Rural Central Desktop Support	Jessica Purcell	1 0.26	0 0.00	1 0.26
		Rod Montoya	13 0.10	0 0.00	13 0.10
		Todd Hardy	12 1.78	0 0.00	12 1.78
		Assigned to Individual Total	34 0.72	0 0.00	34 0.72
	Rural North Desktop Support	Lori Hartzell	2	0 0.00	2
		Ryan Casey	1 2.33	0 0.00	1 2.33
		Assigned to Individual Total	3 2.33	0 0.00	3 2.33
	Rural South Desktop Support	Doug Chaston	1 1.19	0 0.00	1 1.19
		Doug Thornton	2 1.06	0 0.00	2 1.06
		Joel Finlinson	5 0.06	0 0.00	5 0.06
		Lance Nay	4 0.08	0 0.00	4 0.08
		Lane Adams	2 0.79	0 0.00	2 0.79
		Ryan Bennett	2 1.29	0 0.00	2 1.29
		Assigned to Individual Total	16 0.51	0 0.00	16 0.51

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Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Salt Lake Data Center Operations	Darren Wayment	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Security	Bart Grant	2 0.68	0 0.00	2 0.68
		Assigned to Individual Total	2 0.68	0 0.00	2 0.68
	Voice Operations	Gail Christiansen	5 0.80	0 0.00	5 0.80
		Romanza Hamblin Sorensen	5 0.57	0 0.00	5 0.57
		Assigned to Individual Total	10 0.68	0 0.00	10 0.68
	Voice/Data/WAN Services	Mike Johnson	2 1.37	0 0.00	2 1.37
		Assigned to Individual Total	2 1.37	0 0.00	2 1.37
	Assigned Group Total		314 1.34	2 0.19	316 1.34
Customer Company Total			314 1.34	2 0.19	316 1.34

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Natural Resources

Detail

INC000000483866	Steve Christensen	Application	None	Novell GroupWise	TIR Missed: No	0.52
	Application Services	Tony Larsen	Natural Resources	Low Closed	TTR Missed: No	0.52
INC000000502377	Roland Prince	PC/Laptop	Hardware	None	TIR Missed: No	0.60
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low Closed	TTR Missed: No	0.60
INC000000505447	Chris Quatrala	Remote Connectivity	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low Closed	TTR Missed: No	1.02
INC000000506101	James Greer	Mobile Devices	Error	Ipads	TIR Missed: No	0.10
	Application Services	Dustin Crump	Natural Resources	Low Closed	TTR Missed: Yes	10.98
INC000000506185	Victoria Koyle	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000506239	Bobbi Brown	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000506401	Tracy Wing	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low Closed	TTR Missed: No	
INC000000506680	Jolene Hatch	Application	None	None	TIR Missed: Yes	1.23
	Rural North Desktop Support	Ryan Casey	Natural Resources	Low Closed	TTR Missed: No	2.33
INC000000506749	Janae Wallace	Application	Error	M86	TIR Missed: No	0.18
	Security	Bart Grant	Natural Resources	Low Closed	TTR Missed: No	0.56
INC000000506940	Earlene Russell	Telecom	Area Code	Telephone	TIR Missed: No	0.12
	Voice Operations	Gail Christiansen	Natural Resources	Low Closed	TTR Missed: No	3.46
INC000000507095	Earlene Russell	None	None	None	TIR Missed: No	0.00
	Help Desk	Dawn Wayment	Natural Resources	Low Closed	TTR Missed: Yes	7.17
INC000000507460	Everett Taylor	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	2.23
INC000000507477	Zane Olsen	Application	None	ZENworks for Desktops	TIR Missed: Yes	1.19
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low Closed	TTR Missed: No	1.19
INC000000507544	Blanche Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000507578	Karen Kendall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000507647	Tom Munson	PC/Laptop	Error	None	TIR Missed: No	0.56
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: Yes	6.39

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Natural Resources

INC000000507682	Sherri Petersen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000507684	Sherri Petersen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000507752	Earlene Russell	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.13
	Voice/Data/WAN Services	Mike Johnson	Natural Resources	Low	Closed	TTR Missed: No	1.82
INC000000507928	Rich Hansen	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000507939	Sherri Petersen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000507947	Gary Peck	Storage	Stand Alone	None		TIR Missed: No	0.31
	Metro D Hosting	Danny Simmons	Natural Resources	Medium	Closed	TTR Missed: No	0.31
INC000000508023	Bobbi Brown	None	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	
INC000000508032	Ben Sutter	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.12
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	1.63
INC000000508094	Jennifer Sullivan	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000508101	Lee Eschler	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.14
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: Yes	45.71
INC000000508117	Jennifer Biggs	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000508145	Hollie Brown	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000508146	Ben Sutter	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000508187	Jim Goddard	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000508253	Tonya Kieffer	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.16
INC000000508309	Sheri Sasaki	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.47
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	1.33
INC000000508311	Warren Findley	PC/Laptop	Error	None		TIR Missed: No	0.17
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.17

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Natural Resources

INC000000508366	Kate Staker	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.17
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: Yes	7.82
INC000000508454	Gertrudys Adkins	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000508524	Quentin Bradwisch	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: Yes	22.06
INC000000508550	Roland Prince	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000508593	Sheri Sasaki	Application	Password	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000508595	Michael Murray	Telecom	Dial Tone	Telephone		TIR Missed: No	0.22
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	0.80
INC000000508739	Jill Marriott	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.51
INC000000508756	Tom Chidsey	Application	Error	Novell GroupWise		TIR Missed: No	0.89
	Application Services	Paul Lundell	Natural Resources	Low	Closed	TTR Missed: No	5.82
INC000000508813	Michael Alt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000508827	Chris Haramoto	Telecom	Hardware	Telephone		TIR Missed: No	0.20
	Voice/Data/WAN Services	Mike Johnson	Natural Resources	Low	Closed	TTR Missed: No	0.93
INC000000508840	Michael Ault	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000508933	Don Staley	None	None	None		TIR Missed: No	0.44
	Help Desk	Eileen Dubach	Natural Resources	Low	Closed	TTR Missed: No	0.44
INC000000508968	Roland Prince	Application	Password	Utah Master Directory		TIR Missed: No	0.62
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.67
INC000000509027	Tom Becker	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000509028	Becky McBride	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000509057	Ted Smith	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000509077	Nathan Barrons	Network	Error	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	3.39

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INC000000509348	Helen Sadik-Macdonald	Application	None	Adobe Acrobat		TIR Missed: No	0.88
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	1.21
INC000000509371	Gayle Allred	Application	Reporting	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000509375	Dana Dolsen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000509494	Terry Heath	Print/Copy/Scan/Fax	Error Code	Novell iPrint		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000509497	Kami Madsen	Print/Copy/Scan/Fax	Error Code	Novell iPrint		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000509849	Nathan Barrons	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.16
INC000000510046	Blanche Smith	Network	Password	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.06
INC000000510324	Sandy Eldredge	Application	Error	None		TIR Missed: No	0.55
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	1.06
INC000000510377	Brad Weber	PC/Laptop	Performance	None		TIR Missed: No	0.31
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.31
INC000000510422	Scott Root	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.03
INC000000510429	Val Anderson	Application	Password	Utah Master Directory		TIR Missed: No	0.13
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.32
INC000000510456	Helen Sadik-Macdonald	Application	Error	None		TIR Missed: No	0.08
	Metro D Desktop Support	Denise Wardle	Natural Resources	Medium	Closed	TTR Missed: No	0.08
INC000000510512	Leslie McFarlane	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510517	Bill James	Application	Error	None		TIR Missed: No	0.21
	Application Services	Paul Lundell	Natural Resources	Low	Closed	TTR Missed: No	0.29
INC000000510535	Rosalee Nolton	Telecom	None	Telephone		TIR Missed: No	0.16
	Voice Operations	Gail Christiansen	Natural Resources	Low	Closed	TTR Missed: No	0.22
INC000000510555	Mike Hylland	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510563	Mike Styler	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000510590	Dawn Larsen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510591	Ted Hallows	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510592	Chris Newson	None	None	None		TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510653	Val Anderson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510657	Becky Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510813	Braden Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.55
INC000000510831	Julie Carter	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510895	Leslie McFarlane	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	7.40
INC000000510904	Allen Briggs	Application	Error	Action Request System		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Natural Resources	Low	Closed	TTR Missed: No	5.88
INC000000510926	Richard Ashcroft	None	None	None		TIR Missed: No	0.02
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	19.09
INC000000510938	Wendy Christensen	PC/Laptop	Password	None		TIR Missed: No	0.05
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.08
INC000000510955	Danon Hulet	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000511137	Deborah Westfall	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.46
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	2.86
INC000000511141	Samantha Schoppe	None	None	Adobe Reader		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Natural Resources	Low	Closed	TTR Missed: No	0.70
INC000000511144	Zach Lowe	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000511227	Travis Christensen	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	
INC000000511250	Jeff Briggs	Application	Error	Action Request System		TIR Missed: No	0.25
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.77

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Natural Resources

INC000000511253	Randy Harrison	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000511458	Travis Christensen	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000511528	Becky McBride	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000511597	Randy Harrison	Application	Error	ZENworks for Desktops	TIR Missed: Yes	2.46
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	5.30
INC000000511646	Travis Christensen	Application	Error	Reserve America Campground I	TIR Missed: No	0.28
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	2.51
INC000000511759	Stephanie Earls	Application	None	Internet Explorer	TIR Missed: No	0.28
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.75
INC000000511786	Meagan Goodstein	Application	Error	Utah Master Directory	TIR Missed: No	0.08
	Help Desk	Vicky Marrelli	Natural Resources	Low Closed	TTR Missed: No	2.36
INC000000511871	John Holman	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000511876	Carmen McDonald	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000511934	John Holman	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000511943	Natalie Harmon	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low Closed	TTR Missed: No	1.01
INC000000512101	Eric Klotz	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000512170	Rick Allis	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000512225	Angela A Ford	Application	Error	Employee Gateway	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000512242	David Horsley	PC/Laptop	Password	None	TIR Missed: No	0.63
	Rural South Desktop Support	Lane Adams	Natural Resources	Low Closed	TTR Missed: No	0.63
INC000000512277	Jenny Zickgraf	Application	Error	Employee Gateway	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000512311	Camron Radmall	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00

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INC000000512428	Samantha Schoppe	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Natural Resources	Low Closed	TTR Missed: No	0.55
INC000000512452	Justina Parsons-Bernstein	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000512512	Beryl Young	Application	Error	Employee Gateway	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low Closed	TTR Missed: No	1.59
INC000000512551	Blanche Smith	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000512703	Jon King	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000512772	Jennifer Biggs	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000512783	Rhianna Christopher	PC/Laptop	Hardware	None	TIR Missed: No	0.82
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: Yes	6.09
INC000000512937	Tracy Wing	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000512954	Zachary Howick	Application	Password	Utah Master Directory	TIR Missed: No	0.17
	Help Desk	James Stearns	Natural Resources	Low Closed	TTR Missed: No	0.17
INC000000513125	Chris Petersen	Application	None	Internet Explorer	TIR Missed: No	0.90
	Rural South Desktop Support	Ryan Bennett	Natural Resources	Low Closed	TTR Missed: No	1.84
INC000000513151	Nathan Owens	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000513169	Nathan Owens	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000513184	Margo Leech	Application	Error	PGP	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000513227	Nathan Owens	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.17
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.83
INC000000513241	Scott Root	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low Closed	TTR Missed: No	0.12
INC000000513243	Jenny Zickgraf	Application	Reporting	Microsoft Windows XP Professional	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low Closed	TTR Missed: No	0.08
INC000000513252	Margo Leech	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00

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INC000000513304	Roland Prince	Application	Error	None		TIR Missed: No	0.32
	Rural South Desktop Support	Lance Nay	Natural Resources	Low	Resolved	TTR Missed: No	0.32
INC000000513334	Dana Dean	Telecom	None	Telephone		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000513337	Dave Hillier	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000513366	Geoff McNaughton	Application	Error	M86		TIR Missed: No	0.19
	Security	Bart Grant	Natural Resources	Low	Closed	TTR Missed: No	0.80
INC000000513651	Suzanne McMullin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000513725	Brad Chandler	Application	Password	Microsoft Windows 7		TIR Missed: No	0.54
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	2.68
INC000000513771	Daniel King	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.87
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.87
INC000000513832	Brenden L Davis	PC/Laptop	Performance	None		TIR Missed: No	0.32
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Closed	TTR Missed: No	0.32
INC000000513876	Victoria Koyle	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000513937	Nathan Robinson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.05
INC000000514022	Suzette Fowlks	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000514034	Stacey Jones	None	None	BlackBerry Enterprise Server		TIR Missed: Yes	3.78
	Application Services	Danielle Hood	Natural Resources	Low	Closed	TTR Missed: Yes	12.78
INC000000514125	Ryan Hopkins	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000514157	Lynn Kunzler	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000514201	Mike Nelson	Telecom	Call/Receive	Telephone		TIR Missed: No	0.27
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	0.27
INC000000514246	Rosalee Noltan	Application	Error	Content Manager		TIR Missed: No	0.63
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	1.29
INC000000514294	Stefanie Michaelson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000514356	David Nelson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000514389	Suzette Fowlks	None	None	None		TIR Missed: No	0.00
	Salt Lake Data Center Operations	Darren Wayment	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000514423	Eugene Swalberg	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000514426	Eugene Swalberg	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000514430	Valerie Newland	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000514610	Eric Stucki	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	0.63
	Application Services	Dustin Crump	Natural Resources	Low	Closed	TTR Missed: Yes	6.07
INC000000514641	Tyson Barrow	Application	Password	Utah Master Directory		TIR Missed: No	0.01
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.11
INC000000514653	Tyson Barrow	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000514690	Gayle Allred	Application	Error	ZENworks for Desktops		TIR Missed: No	0.28
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	4.53
INC000000514733	Aaron Farmer	None	None	None		TIR Missed: Yes	7.14
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: Yes	7.14
INC000000514775	Karen Kendall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000514827	Wade Snyder	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000514941	Michele Racker	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000515032	Dianne Davis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000515074	Nathan Owens	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.32
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	1.28
INC000000515081	Mike Suflita	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000515128	Don Staley	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.29
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	1.84

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Natural Resources

INC000000515207	Suzanne McMullin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000515368	Travis Christensen	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000515657	Wade Cavender	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: Yes	3.45
	Application Services	Dustin Crump	Natural Resources	Low Closed	TTR Missed: No	3.52
INC000000515696	Charity Gibson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000515741	Jenny Zickgraf	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000515805	Rick Allis	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000515850	Russell Barrus	Network	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: Yes	8.73
INC000000515976	Scott Mcfarlane	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000516016	James Morgan	Billing	None	None	TIR Missed: Yes	10.23
	Billing	Sara Brown	Natural Resources	Low Closed	TTR Missed: Yes	10.97
INC000000516024	Jeff Briggs	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000516329	Natalie Boren	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000516334	Gayle Allred	Application	Error	Microsoft Access 2007	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000516350	Chad Wilson	Network	None	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000516432	Jason Eddins	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000516620	Clark Adams	Application	Error	Microsoft Word	TIR Missed: No	0.75
	Rural South Desktop Support	Ryan Bennett	Natural Resources	Low Closed	TTR Missed: No	0.75
INC000000516677	Madeline Powell	Application	Password	Utah Master Directory	TIR Missed: No	0.04
	Help Desk	Eileen Dubach	Natural Resources	Low Closed	TTR Missed: No	0.04
INC000000516763	Aaron Spencer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low Closed	TTR Missed: No	0.00

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Natural Resources

INC000000516765	Catherine Jensen Metro D Help Desk	Network Jed Patrick	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516923	Sean Davis Rural Central Desktop Support	PC/Laptop Jessica Purcell	Hardware Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.26 0.26
INC000000516962	Bryan Christensen Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 5.68
INC000000517050	Stacy Stickler Application Services	Application Tony Larsen	None Natural Resources	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.15 0.16
INC000000517176	George Oliver Metro D Help Desk	Application Doug Brown	Error Natural Resources	Adobe Acrobat Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000517200	Clark Adams Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000517216	Jennifer Biggs Voice Operations	Telecom Gail Christiansen	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.14 0.14
INC000000517303	George Oliver Metro D Help Desk	None Doug Brown	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000517834	Sonja Heuscher Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518063	Eric Millis Metro D Desktop Support	Mobile Devices Dusty Serr	Error Natural Resources	Novell GroupWise PDA Connec Low	TIR Missed: No TTR Missed: No	0.97 1.02
INC000000518109	Gayle Allred Help Desk	Application Vicky Marrelli	Reporting Natural Resources	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518200	Keith Crumpton Metro D Help Desk	Network Jed Patrick	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518633	Teresa Wilhelmsen Application Services	Mobile Devices Dustin Crump	Error Natural Resources	iPhone Low	TIR Missed: No TTR Missed: No	0.14 0.66
INC000000518646	Roger Kerstetter Rural South Desktop Support	PC/Laptop Lane Adams	Password Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.95 0.95
INC000000518706	Chris Jacobson Help Desk	Application Brenda Treadway	Password Natural Resources	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518797	Jason Eddins Metro D Desktop Support	None Paul Gedge	None Natural Resources	None Low	TIR Missed: No TTR Missed: Yes	0.12 22.36
INC000000518804	Bill Corless Help Desk	Network Julie VanBeekum	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000518882	Charity Gibson Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518980	Karen Kendall Help Desk	Application Vicky Marrelli	Reporting Natural Resources	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518981	Tracy See Rural Central Desktop Support	PC/Laptop Todd Hardy	Performance Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 1.02
INC000000518982	Rick Redmon Rural Central Desktop Support	PC/Laptop Todd Hardy	Hardware Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 1.05
INC000000519177	Kody D Jones Help Desk	PC/Laptop Julie VanBeekum	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.73 2.27
INC000000519240	Deborah Boren Metro D Help Desk	None Jed Patrick	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519284	Susan Zarekarizi Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.01 3.32
INC000000519319	Kelly Horne Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519342	Cheryl Gustin Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 2.82
INC000000519429	Cheryl Gustin Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519564	Tony Santora Help Desk	Application Vicky Marrelli	Password Natural Resources	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519566	Keith Crumpton Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519654	Ted Sneed Metro D Help Desk	None Doug Brown	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.85 0.85
INC000000519725	Katherine Creighton Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519853	Larry Dalton Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519865	James Pummel Metro C Desktop Support	PC/Laptop Troy Buchanan	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.48
INC000000519868	Lee Eschler Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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Natural Resources

INC000000519870	Marilyn Steadman	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.43
INC000000519872	Preston Ley	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.42
INC000000519875	Scott Nielson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.42
INC000000519879	Chris Koehler	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.53
INC000000519880	Shauna Haws	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.51
INC000000519887	Matt Schrier	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.45
INC000000519928	David Beveridge	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Resolved	TTR Missed: No	
INC000000520170	Pam Perri	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	1.29
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	1.39
INC000000520178	Pam Martin	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000520249	Jackie Watson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.14
INC000000520258	Michael Slater	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.07
INC000000520415	Dale Bartholomew	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.33
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	12.12
INC000000520616	Tracy Wing	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000520684	Tracy Wing	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000520727	Debbie Stufflebeam	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000520812	Pam Perri	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000520815	Jenny Zickgraf	Network	Incident	None		TIR Missed: No	0.43
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.43

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Natural Resources

INC000000520873	Tracy Wing	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000520889	Boyd Clayton	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000521019	Boyd Clayton	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Resolved	TTR Missed: No	2.55
INC000000521021	Pam Perri	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: Yes	1.50
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	5.93
INC000000521097	Jamie Harsh	Mobile Devices	None	Droid		TIR Missed: No	0.02
	Help Desk	Sarah Johnson	Natural Resources	Low	Resolved	TTR Missed: No	0.17
INC000000521119	Benjamin Howe	Application	Error	None		TIR Missed: Yes	7.03
	Capitol Hosting	Matt Dunlap	Natural Resources	Low	Resolved	TTR Missed: Yes	7.03
INC000000521184	Warren Findley	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.54
INC000000521186	Keith Crumpton	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.50
INC000000521190	Kris Bruington	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.46
INC000000521196	Davis Oatway	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.31
INC000000521202	Darren Oloughlin	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	0.27
INC000000521237	Vance Mumford	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000521282	Scott Root	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.13
INC000000521287	Scott Root	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.10
INC000000521292	Jenny Zickgraf	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.07
INC000000521444	Tony Santora	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000521459	Jenny Zickgraf	Network	Incident	None		TIR Missed: Yes	1.09
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	1.09

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INC000000521524	Cheryl Gustin	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000521636	Julie Lovato	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000521676	Beryl Young	Application	Password	Employee Gateway		TIR Missed: No	0.56
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.56
INC000000521694	Bob Hanover	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000521717	Brad Weber	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000521851	Debbie Robinson	PC/Laptop	Virus	None		TIR Missed: No	0.32
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	3.63
INC000000521857	Roger Wilson	PC/Laptop	Hardware	None		TIR Missed: No	0.33
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: Yes	6.47
INC000000521863	Roger Kerstetter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000521887	Boyd Carrigan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000521956	Jennifer Biggs	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000521961	Mike Nelson	Telecom	Hardware	Telephone		TIR Missed: No	0.47
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.47
INC000000521968	Marianne Burbidge	Mobile Devices	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000521974	Janice Nemcik	Application	Password	Utah Master Directory		TIR Missed: No	0.07
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.78
INC000000522064	Blain Hamp	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000522214	Samantha Schoppe	Telecom	Call/Receive	Telephone		TIR Missed: No	0.46
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.62
INC000000522228	Marianne Burbidge	Application	Error	None		TIR Missed: No	0.49
	Application Support	Steve Stalter	Natural Resources	Low	Resolved	TTR Missed: No	2.23
INC000000522276	Phil Tuttle	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00

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INC000000522313	Leon Goff	Application	Error	Internet Explorer		TIR Missed: Yes	1.11
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No	1.64
INC000000522373	Steve Bowman	Telecom	Call/Receive	Telephone		TIR Missed: No	0.17
	Voice Operations	Gail Christiansen	Natural Resources	Low	Resolved	TTR Missed: No	0.17
INC000000522404	Leslie Heppler	Application	Error	None		TIR Missed: No	0.48
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	2.82
INC000000522412	Kirk Forbush	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000522413	Bill Geisdorf	Application	Password	Utah Master Directory		TIR Missed: No	0.23
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.97
INC000000522485	Brad Wolverton	Application	Error	Novell GroupWise		TIR Missed: No	0.15
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: No	4.46
INC000000522528	Stuart Nelson	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No	4.69
INC000000522530	Kathy Donnell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No	4.64
INC000000522531	Ted Hallows	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No	4.64
INC000000522625	Larry Dalton	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000522658	Colleen Driscoll	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.14
INC000000522674	Colleen Driscoll	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.15
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.15
INC000000522786	Charity Gibson	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.04
INC000000522790	Dave Hillier	Telecom	CrossTalk/Noise/Static	None		TIR Missed: No	0.52
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.68
INC000000522836	Patricia Engel	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000522901	Laura Mccarthy	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000522940	Charity Gibson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00

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INC000000523085	Carson Richards	Application	Reporting	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000523116	Michael Greenwood	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000523142	Joe Skibiel	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000523168	Trenton Allen	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000523251	Jim Springer	None	None	None	TIR Missed: No	0.05
Help Desk	Eileen Dubach	Natural Resources	Low	Resolved	TTR Missed: No	2.02
INC000000523257	Dan Jarvis	None	None	None	TIR Missed: No	0.78
Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.89
INC000000523320	Todd Nebeker	Application	Password	Utah Master Directory	TIR Missed: No	0.36
Help Desk	Eileen Dubach	Natural Resources	Low	Resolved	TTR Missed: No	0.42
INC000000523352	Chris Wood	None	None	None	TIR Missed: No	0.00
Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	
INC000000523391	James Greer	Network	Incident	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000523458	Todd Nebeker	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000523477	Margo Leech	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000523486	Kerry Carpenter	None	None	None	TIR Missed: Yes	1.52
Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Resolved	TTR Missed: No	1.52
INC000000523576	Eric Bond	None	None	None	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Natural Resources	Low	Resolved	TTR Missed: No	
INC000000523592	Ted Dean	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000523745	Eric Bond	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000523833	Jennifer Biggs	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000523889	Aaron Nelson	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.00

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INC000000523926	Julie Lovato	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000523930	Helen Sadik-Macdonald	Application	Error	Adobe Acrobat		TIR Missed: No	0.49
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	7.93
INC000000524022	Jason Tull	Network	Incident	None		TIR Missed: No	0.19
	Campus Networking	Jordy Davis	Natural Resources	Low	Resolved	TTR Missed: Yes	10.32
INC000000524061	Dave Stobart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000524117	Tony Santora	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000524175	Dennis Carroll	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	
INC000000524706	Mary Donithan	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000524714	Chris Bradshaw	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000524811	Ty Hunter	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.19
INC000000524820	Dale Liechty	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.13
INC000000524914	Austin Romberger	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000524972	Jason Eddins	None	None	BlackBerry Enterprise Server		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000525038	Tony Wood	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000525045	Tony Wood	Mobile Devices	Error	iPhone		TIR Missed: No	0.27
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	2.43
INC000000525092	Deborah Boren	PC/Laptop	Password	None		TIR Missed: No	0.09
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	2.23
INC000000525112	Justin Dolling	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000525181	Shauna Haws	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00

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INC000000525198	Jim Springer	Network	Error	None		TIR Missed: No	0.23
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	2.36
INC000000525241	Vickie Southwick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000525423	Boyde Blackwell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000525429	Rose Fedelleck	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000525442	Will Atkin	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000525486	Travis Christensen	Application	Error	None		TIR Missed: No	0.06
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	4.07
INC000000525670	Justin Crouch	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000525675	Vicki Summers	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000525691	Robert Leake	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000525736	Vickie Southwick	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000525778	Amanda Hintz	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00